

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

HOLIDAY PARADE TO FEATURE NEW CABLE CARS

Muni's three newest cable cars – 13, 21 and 49 – built under the stewardship of John Stenson in Muni's Carpentry Shop, will be the stars of a special holiday parade on Saturday, December 5th.

Sponsored by the Union Square Association, the San Francisco Hotel Council, the San Francisco Shopping Centre, and Muni, the Cable Car Holiday Parade will begin at the Cable Car Barn at Washington and Mason Streets at 11:30 a.m. The parade will travel south on Washington and Powell Streets to the cable car turnaround at Market St.

A civic ceremony in Union Square at 1:00 p.m.

will feature the dedication of the three new cars by Mayor Frank Jordan. The new cable cars will begin regular service at 1:30 p.m.

Entertainment will follow the ceremony at several nearby locations. Hallidie Plaza on Market Street will be the site for a band concert, and inside the San Francisco Shopping Centre, the cast of the San Francisco "Nutcracker" ballet will autograph posters.

All cash costs of putting on the event will be covered by private contributions from the business sponsors. Also participating in the event are the Market Street Railway, the Greater Market Street Development

MUNI EXPANDS RECOGNITION OF OPS WHO HELP DISABLED

In January 1993, Muni will start a new quarterly award to recognize those operators who are particularly helpful and courteous to disabled and senior passengers. The new award will be in addition to the ongoing Lift Operator of the Month program, which rewards operators for their exceptional service to disabled persons using the lift and securements.

The award will honor those operators who go beyond the requirements of the Americans with Disabilities Act (ADA) to aid the disabled. ADA requirements include that operators call out transfer stops at all times, pull into bus zones to ease boarding and alighting for the disabled and seniors, and use the kneeler in a helpful fashion. The new award will reward those operators who are

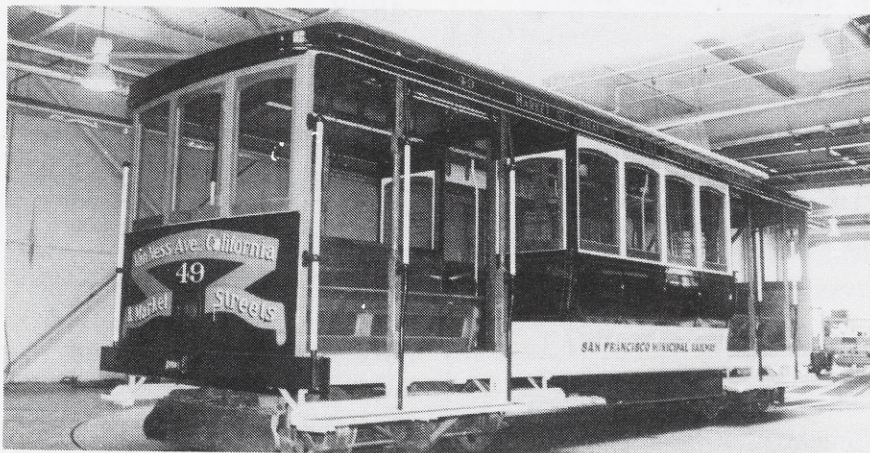


Photo: Kurt Wong

Cable car 49 will be featured in a special Cable Car Holiday Parade on December 5th.

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Management Message



On-time Rebate Program Starts January 1st

As you know, the SF Public Utilities Commission has approved a program to allow passengers to ride free — no questions asked — if their buses are 15 minutes or more behind schedule.

Under the program, passengers kept waiting 15 minutes or more past the posted time for a bus can ask the driver not to charge them. Cash passengers will not have to pay and Fast Pass users will receive coupons good for \$1 off their next passes.

This is a way to give something back to our riders following last summer's fare increase and also a way to improve service. We'll be checking which lines issue the most rebates as a way of seeing where improvements can occur.

I encourage each and every driver to cooperate fully on this program. We want this to be a program of good-will toward our passengers, a hassle-free program.

We've allotted \$1 million for this program including salaries for 15 supervisors and 34 car cleaners and \$100,000 for rebates. Please work to make this program a success and more importantly work to the best of your ability to make sure that your bus is on schedule.

Johnny Stein
General Manager

Letter to the Editor

Dear Anne,

The spot ("Muni Op's Artistry Wins Gospel Album of the Year" May-June *Muni Memo*) was great! Thank you very much. Keep praying for us.

Isaac Haynie

Dear Anne,

"Nice job on the August-September Memo." (i.e. "When Breathing the Air Inside Makes You Sick.")

John Callean

JOB FILE

Please call the Civil Service and PUC Hotlines for the most up-to-date information on job announcements. The PUC Hotline is 554-1669. The Civil Service Hotline is 557-4888.

CONGRATS!

The Division Operators of the Month for October were:

Cable Car: John D. Krueger
Flynn: Benj. D. Malone
Green: Vicente Mayor
Kirkland: Cecil Horne
Potrero: Donald E. Moore
Presidio: John M. Miller
Woods: Ralph C. Johnson

Arriaza Comes in Fourth at APTA Rodeo

Muni's own Romeo Arriaza, 2nd place winner of Muni's Rodeo last summer, and first place winner of the regional rodeo, came in fourth at the APTA International Bus Rodeo in San Diego last month. Arriaza competed against 119 other drivers from the United States and Canada earning a score of 622. The top scorer at 634 points was George E. Norman of Victoria & Small Communities, British Columbia Transit. Congratulations Romeo! You did Muni proud!

THANKS

To the Sheraton Hotel at Fisherman's Wharf for generously agreeing to host the October Civic Luncheon honoring our monthly and quarterly awards winners.

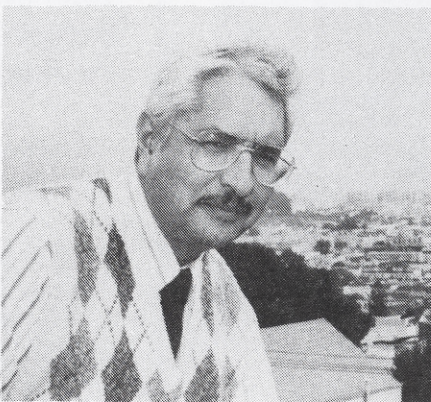
Unsung Hero



Sam Garcia

Assistant Chief Inspector

BACKGROUND: Sam was born in Raton, New Mexico, where he spent his childhood and graduated from high school. After high school, he attended Eastern New Mexico University and then enlisted in the U.S. Navy. He was stationed in San Diego



Sam Garcia

and San Francisco, which explains how he ended up here. He and his wife, Frances, met in San Francisco, married and returned to New Mexico for a year, only to realize that San Francisco was where they really wanted to be. When they came back, Sam joined the Muni family as a driver out of Kirkland Division. After being an operator for nine years, he was promoted to division dispatcher, then transit inspector, central control dispatcher, central control shift manager and then to his current position as assistant chief inspector of street operations.

FAMILY: Sam and Frances have three adult children, Sam III, 28; Kim, 27; and Charles, 22. Their daughter Kim and her husband Tony are the proud parents of a brand-new baby

girl, Danae, born on October 13th. "She's our first grandchild," says Sam. "And we're thrilled."

WHY MY JOB IS IMPORTANT: I am the one who is in the middle of the action. I thrive on being in the thick of things. I oversee all the transit equipment in the field, clearing delays, investigating major accidents and handling problems that affect our transit system. In my opinion, without the street inspectors and managers in the field, our riding public would not receive the outstanding transit service we presently provide.

WHY I LIKE WHAT I DO: It's challenging. Every day is different. Every day something new happens and it's always a challenge to resolve the problems that arise.

SOMETHING THAT NOT MANY PEOPLE KNOW ABOUT ME: I'm a handyman around the house and I enjoy working with my hands. I like putting things together.

HOBBIES & INTERESTS: I'm an avid fisherman. Besides fishing, I just got involved in bocce Ball this year and I love it. My wife also says I'm car crazy because I'm always washing and cleaning my two vehicles. My wife Frances is an avid baseball fan. Frances and I enjoy going out to Candlestick Park to watch the Giants play baseball. I also enjoy the football season and spend my Sundays watching the 49ers on TV.

WORDS OF WISDOM: Take pride in your job, have the pleasure and satisfaction that you are giving your very best. The motto to live by: "A Day's Work for Day's Pay."

Photo: Gretchen Hildner

Awards



October Systemwide Operator of the Month



Photo: Kurt Wong

*October Muni Operator of the Month
James L. Pyatt*

Name: James L. Pyatt
Division: Kirkland
Years with Muni: 25
Background:
 Birthplace: Myrtle Beach, South Carolina
 Education: Whittermore High School
 Previous Employment: U.S Postal Service, U.S. Army
 Marital Status: Single
Hobbies and Interests: Running/jogging/cycling

October Systemwide Operator of the Month Runner-up

Name: Robert L. Garrett, Jr.
Division: Kirkland
Years with Muni: 23
Background:
 Birthplace: Lawrenceville, Georgia
 Education: Mission High School, SF
 SF Community College
 Previous Employment: U.S. Postal Service, U.S. Air Force
 Marital Status: Married to Virginia
 Children: Denice, Yvonne
Words of Wisdom: "Come to work to work."



Photo: Kurt Wong

*October Muni Operator of the Month Runner-up
Robert L. Garrett, Jr., of Kirkland*

Awards

Outstanding Maintenance Supervisor of the Fall Quarter

Name: Carole Gilbert
Position: 7225 Paint Shop Supervisor
Division: Geneva Car House
Years with Muni: Six
Background:
Birthplace: Los Angeles
Education: SF State University, San Antonio Skills Center (Texas), John O'Connell Autobody Trade School, SF
Previous Employment: San Francisco Auto Center, Van Ness Chrysler
Marital Status: Single
Hobbies & Interests: Tennis, horseback riding, traveling
Words of Wisdom: "Team effort is what makes the Railway successful. Special thanks to the painters. Without their hard work and dedication, I would not be receiving this award."



Outstanding Maintenance Supervisor of the Fall Quarter
 Carole Gilbert of the Paint Shop

Photo: Kurt Wong



October Maintenance Worker of the Month



Photo: Gretchen Hildner

October Maintenance Worker of the Month
 Roland Jones of Green Support Shops

Name: Roland Jones
Position: 7409 Transit Service Worker
Division: Green Support Shops
Background:
Birthplace: St. Louis, Missouri
Education: John O'Connell Autobody Trade School, San Francisco
Previous Employment: San Francisco Humane Society
Marital Status: Single
Children: Roland, Jr., 15 years; Secora, 11 years; Nicole, 10 years; Tanisha, 9 years.
Hobbies and Interests: Baseball, fishing, working on cars
Words of Wisdom: "Always look and plan ahead; never look back because something might be gaining on you."

News



Muni Ranked Among Top 100 Bus Fleets

Metro Magazine has once again ranked Muni in the top 100 bus fleets in the U.S. Keeping its same ranking from last year, Muni came in 17th. A transit agency must have at least 124 buses to be included in the top 100. Muni has 844 diesel and trolley buses.

Metro reports that nine percent of the transit vehicles operated by the top 100 agencies are now run by private companies under contract to the agencies, more than double the percentage last year. The magazine also reports that more agencies are looking into alternative fuel sources.

Which agency came in first? The New York City Transit Authority.

Unique Art Exhibit Opens

The Bus Shelter Gallery, located at the transit shelter in front of the San Francisco Museum of Modern Art, "opened" on Sunday, October 18th.

The Bus Shelter Gallery, the brainchild of local artist Naomie Kremer, is a showcase for original artwork by students from the California College of Arts and Crafts, Mills College,

Pac Bell Employee Wins Muni's Regional Pass

As part of the "Beat the Back-Up" promotion in September, Muni joined with other Regional Transit Association members to offer 55 regional passes to be handed out in drawings good for unlimited rides on Bay Area transit systems from November 1, 1992 through October 31, 1993.

The winner of Muni's drawing is Florence Wong,

who lives in SF and commutes to her job in San Ramon three or four days a week.

Florence's regular commute is by Muni to the Balboa BART stop, BART to Walnut Creek and the BART DX bus to San Ramon.

"This is a wonderful treat for someone who commutes like me," said Florence. "A regional pass is a great idea. This is going to get a lot of use!"



Photo: Kurt Wong

Florence Wong receives her Regional Transit Pass from Muni General Manager Johnny Stein.

the San Francisco Art Institute, SF State and the University of California.

Gannett Transit Shelters donated the ad space for location of the artwork with the support and co-operation of Muni and the Museum of Modern Art. Two art works at a time will be installed in the bus shelter site, to be rotated each month during the

original six-month run of the gallery.

The artists whose works are being displayed are Sarah Bird, Libby Ellis, Cameron Brian, Laura Dufort, Lisa Goldschmid, Josephine Lea Iselin, Silvia Ledezma, Linn Meyers, Domingo Nuño, Judith Selby, Steven Sheffield, Lynn Tomaszewski and Helena Wronski.

News

Chinese Americans At Muni Dinner Planned

In 1983, two Chinese American Transit Supervisors decided to get together and have a dinner with other Chinese Americans, working in various departments of the SF Municipal Railway. This was the beginning of the Chinese Americans at Muni (CAM). What started as a simple get together has evolved into a group of individuals with the goals of providing educational and promotional training and to serve the Chinese Community of SF. CAM currently consists of transit managers, transit supervisors, transit operators and station agents. CAM is currently expanding its membership.

The next event is CAM's Inauguration Dinner for its new officers on November 20, 1992 at Tong's Palace Restaurant on Clement St. The dinner is open to members, non-members and friends of CAM. The theme will be "The New Beginning."

There will be a no-host bar at 6:00 p.m. and dinner at 7:00 p.m.

If anyone is interested and would like more information about the dinner or the organization, call Frank Lum at 751-1996 or Robert Louie at 759-4362.



Photo: Gretchen Hildner

Welcome aboard, new Muni operators! The latest class of operators at their graduation ceremony.

Riders Speak

Dear Mr. Stein,

I am writing to express my appreciation to Muni for finding a folder I lost last Saturday. It contained important job leads (I was laid off recently) and commendations I had received from customers during the years I was employed there. I was greatly relieved to find out that the lost-and-found system worked perfectly because I had run out of other places to find the item.

The item was delivered to the dispatcher at 2500 Mariposa Street and the several people I encountered along the way were all helpful and friendly. I hope they can be rewarded somehow. From now on, I'll not be so quick to criticize Muni!

Sincerely,
Thomas Havey

Dear Muni:

From August 26th through September 1st, I, along with my mother and sister had the pleasure of visiting your beautiful city. I would like to applaud all of your drivers for a job well done. You always helped us tourists find our way and you delivered us safely to our destinations.

I would also like to acknowledge the tremendous daily stress that your drivers endured from the very short tempers of some of your passengers. With very few exceptions, your drivers managed to keep their cool and maintained an even and calm attitude. I applaud your drivers – every one of them. Good job!

Sincerely,
Helen Greise
Cumberland, Maryland

Muni Employees Can "Find Their Way" at the Exploratorium

The Exploratorium is offering Muni employees a special discount on the museum's admission price to attend a special exhibit called "Finding Your Way, A Festival of Human Navigation." The underlying theme of the festival is that we are all navigators and how we get around determines to a large extent what kind of people we are.

The exhibit features talking maps, sonar glasses that let you navigate by listening to echoes like a bat or dolphin, special videos on navigation techniques of Eskimos, Polynesian Islanders, Australian Aborigines and contemporary Americans, and much more.

If you'd like to attend the exhibit, you may obtain one free adult admission with the purchase of one regular adult admission at \$8.00 just by flashing your official Muni ID badge. This admission doesn't include the Tactile Dome and certain special presentations, but does include free admission to Finding Your Way and any lectures, films or demonstrations going on that day.

The offer is good through January 3, 1993, when Finding Your Way ends. As transportation employees, whose jobs have to do with navigating throughout SF every day, this is an offer you shouldn't refuse!

Operators *Cont. from pg. 1*

especially helpful and conscientious in carrying out all ADA requirements.

Manager of Accessible Services Annette Williams notes, "This award will recognize the operators who are most sensitive to the needs of seniors and the disabled, and help to highlight the legal requirements of the Americans with Disabilities Act."

The new award will be the culmination of a three-month educational "Calling Out Stops Campaign," sponsored by Muni and the Transport Workers Union, whose aim is to make sure

all drivers know about the ADA requirement to call out stops. As part of the campaign, which started in October and runs through December, operators will see a video featuring Muni General Manager Johnny Stein and TWU Local 250 President Bobbie Brown talking about the ADA. In addition, Central Control will remind operators over the citywide communications system to call out stops and operators will be required to sign-off on an ADA informational bulletin, acknowledging that they know about the ADA requirements.

Cable Cars *Cont. from pg. 1*

Association, the Emporium, Toys "R" Us, Alaska Airlines, the Downtown Association of SF, and Transportation Displays Incorporated.

Two of the new cars, number 13 and number 21 will run on the Powell Street cable car lines and the newest car, 49, will run on the California Street line.

Historic Cars to Run

Muni's historic electric streetcars will operate via the J line Fri., Nov. 27th — the day after Thanksgiving — and Sat., Dec. 5th as part of the big cable car celebration — come and ride! Bring friends and family!

Credits

The *Muni Memo* is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the *Muni Memo*, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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Look for the first winner of this new quarterly award in the February *Muni Memo*.